

### AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions, and listings, of claims in the application:

#### **Listing of Claims:**

1. (Currently amended) A computer-implemented interactive user messaging system comprising:

a processor coupled to memory that retains:

a receiver component that receives a message component[[s]] corresponding to an event[[s]], the event includes at least one of an error, a determinations of potential for an error, or an information prompt;

the each message[[s]] component includes a plurality of messages, each message from the plurality of messages relates to at least a part of a particular the event, the message[[s]] component are hierarchically organized organizes the plurality of messages from a high level description of the particular event to a low level description of the particular event; and

each message of the plurality of messages comprises a context component that provides a user context regarding an operational source of the message and a rationale component that provides a reason for the message; and

an assist component that provides one or more a plurality of menu items corresponding to the respective messages in the plurality of messages of the message components component, each menu item includes a link to an informational source that provides at least one of information or a corrective action associated with the corresponding message, the corresponding message is highlighted as a user hovers on a respective menu item, in connection with addressing the events.

2-3. (Canceled)

4. (Currently amended) The system of claim 1, further comprising an advanced help component ~~for providing that provides~~ technical information about ~~events~~ the event.
5. (Original) The system of claim 4, wherein the technical information is a stack trace.
6. (Currently amended) The system of claim 1, further comprising a message distribution component for capturing message text from a user interface, the message distribution component provides the captured message text to a designated application.
7. (Original) The system of claim 6, wherein the message text is copied to a clipboard for further use by other applications.
8. (Original) The system of claim 6, wherein the message text is copied to the body of a new email message.
9. (Original) The system of claim 1, further comprising a feedback component that provides a message corresponding to an event to a developer or company database.
10. (Original) The system of claim 1, further comprising a command component that receives a command instruction from a user.
11. (Original) The system of claim 10, wherein the command informs a client that a user desires to issue a particular command.
12. (Currently amended) The system of claim 1, further comprising a format component ~~for receiving information that formats a user interface employed to display messages in accordance with format information included in the messages component, the format information includes regarding~~ graphical objects and associated functionality that are to be available to a user.

13. (Currently amended) A computer-implemented interactive user message display system comprising:

a processor coupled to memory configured to act as:

[[a]] means for receiving a plurality of messages corresponding with an operation event, the event can include at least one of an error, a determination of potential for an error, or an information prompt, each message includes means for providing a user context regarding an source of the message and means for providing a reason for the message;

means for organizing the messages from the plurality of messages being are hierarchically organized as a hierarchy from a high level description of the operation event to a low level description of the operation event; and

[[a]] means for associating help links menu items with the one or more respective messages, the menu items provide at least one of information or a corrective action associated with the messages;

means for formatting a user interface based upon format information in the plurality of messages; and

means for displaying the user interface in accordance with the formatting.

14. (Original) The system of claim 13, further comprising means for copying message text from the display system for use with other systems or applications.

15. (Currently amended) The system of claim 13, wherein the help links menu items are links to web pages containing specific information related to the message.

16. (Currently amended) A computer-implemented method for providing users with help associated with computer system events comprising:

receiving a message component relating a system an event that includes at least one of an error, a determination of potential for an error or an information prompt, the message component comprises a plurality of messages, each message of the plurality of messages relates to an aspect of the system event;

generating a list of messages retrieved from the message component, ~~the messages relate to different aspects of the system event~~, the messages are hierarchically organized from a high level description of the ~~system~~ event to a low level description of the ~~system~~ event; ~~and~~

generating menu items associated with each message in the list of messages, the menu items include at least one of information or a corrective action associated with the messages;

analyzing format information included in the message component, the format information specifies graphical objects and associated functionality that are to be available to a user in a user interface employed to display the list of messages;

presenting the user interface that includes the list of messages from the message component associated with the event and the menu items associated with each message in the list of the messages;

receiving a menu item selection; and

providing the at least one of information or corrective action corresponding to the selected item.

17. (Canceled)

18. (Original) The method of claim 16, wherein the menu items are help links to web pages comprising information related to a particular message.

19. (Original) The method of claim 16, wherein the menu items generate a query for a database.

20-24. (Canceled)

25. (Currently amended) The method of claim [[21]] 16, wherein ~~providing help the menu items include[[s]] providing~~ a pointer to a corrective mechanism.

26. (Currently amended) The method of claim [[21]] 16, wherein ~~providing help the corrective action~~ includes correcting an error.
27. (Currently amended) The method of claim [[21]] 16, wherein ~~providing help the information corresponding to the selected item~~ includes ~~generating~~ a stack trace.
28. (Currently amended) The method of claim [[21]] 16, further comprising capturing the message text.
29. (Original) The method claim 28, further comprising opening a new email and copying the captured message text to the body of the email.
30. (Canceled)